



## FAMILY INDEPENDENCE AGENCY VISION AND VALUES HONOREE'S

August 2004



**JEANNE McCULLIGH**  
Chippewa County FIA

- ◆ She is a real "people-person" who strives for excellence in her work. She is an inspiration.
- ◆ Kind, patient and tries to be accessible to employees; is supportive of workers.
- ◆ She is a FIM; she is consistent in her decisions; she is kind; works very hard; knows her staff.
- ◆ Always willing to help in any way; very fair.
- ◆ Her door is always open and this is appreciated. She is always there to help me with difficult, complicated, cases - ones involving trusts.
- ◆ Committed to staff, clients and job; keeps everyone informed and knows policy; strives for excellent work from herself and staff.
- ◆ Always informative; listens to her employees; helps workers to understand.



**ROBIN BRAND**  
Muskegon County FIA

- ◆ Supports all staff, not just her own; knowledgeable person in all areas of FIA; and she's sincere.
- ◆ Fairness; caring; kindness.
- ◆ Fairness - hard worker.
- ◆ Follows through with discipline and application of expectations; does a ton of work outside her formal job role.
- ◆ Always able to answer my questions.
- ◆ She makes people feel valuable; she asks for input; she gives feedback.
- ◆ Treats me with respect; shares information and is accessible.
- ◆ Kind, compassionate, good worker, goes extra mile.



**DAVID SCOTT**  
Saginaw County FIA

- ◆ Promotes teamwork & practices it; always practices excellence, inclusion; truly cares about and encourages each person.
- ◆ David personally and professionally exemplifies each and everyone of the four values outlined; challenges staff to always do their best.
- ◆ Goes beyond what is needed; sticks up for employees; includes employees in decisions; always there to help; great problem solver.
- ◆ Has and displays all the above at all times to everyone - clients and workers!
- ◆ Excellence in ethics, knowledge, patience and prioritizing.
- ◆ Always willing to assist you with problems. No request is a dumb request.
- ◆ Helps everyone, regardless of him being their supervisor.



**LANE STEWART**  
Kent County FIA

- ◆ She is just an all-around outstanding person and supervisor.
- ◆ Is there to support you and reach out to other agencies if necessary.
- ◆ Helping others.
- ◆ She is everything a FIM should be.
- ◆ Lives and breathes teamwork by her example
- ◆ Knowledgeable; efficient.
- ◆ Experienced worker turned supervisor; helpful; friendly; encouraging; knowledgeable.
- ◆ Informative; knowledgeable; helpful; supportive.



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**PAMELA BUHS**  
Eaton County FIA

- ◆ Stands by what she says she will do; is positive and supportive when under stressful circumstances.
- ◆ She is always willing to help and has an open door; is not afraid of stepping up to the plate.
- ◆ Sharing important information; being honest.
- ◆ Always going above and beyond to do the job, help....
- ◆ Includes you in all aspects of our job; stands up and makes sure you are treated fairly; willing to jump in and help workers with their job.
- ◆ Supports her staff.



**DENNIS MAJOR**  
Mecosta/Osceola County FIA

- ◆ Recognizes accomplishments; encouragement; flexible and honest.
- ◆ He seems to be fair, positive, and willing to listen. He seems committed to improvement.
- ◆ His excellence is "do as I do" policy; is really here to direct employees to be the best that we can be; he makes us employees feel valued.
- ◆ Integrity - he does what he says he'll do. He is compassionate and practical. He listens.
- ◆ Includes others in decisions; shares information; advocates for clients on all levels.



**BETH DAY**  
Ottawa County FIA

- ◆ She always others above her. She always helps everyone out (if she's able).
- ◆ Fairness; always in a good mood; ready to help where ever needed; puts people in a good mood just by coming by
- ◆ Excellent supervisor.
- ◆ Communicates well; inclusive and kind; stays to work late.
- ◆ She is fair to all and treats everyone the same. She listens and is empathetic; sympathetic. She is kind and generous to all and loyal.



**BARBARA ANDERS**  
Genesee Co. – McCree Dist.

- ◆ Shows dedication, accountability; personable; accessible; appreciative.
- ◆ She sets a high standard for excellence. She is fair; she makes herself available to staff; she values the input of others.
- ◆ Is the hardest-working, most honest team player and effective leader we have ever had as a District Manager.
- ◆ She keeps staff informed.
- ◆ Maintains high standards and provides the support for staff to accomplish them.
- ◆ She was my first AP supervisor and she knew policy/procedure better than anyone I know and was good at teaching and encouraging.
- ◆ She is very committed to these values herself and sets a fine example.
- ◆ Very empathetic, energetic, fair; teaches and listens.



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**BARBARA NELSON**

Wayne Co. - Oakman District

- ◆ Trusts employees; prompt information; accurately implements policy.
- ◆ Reliable, capable, knowledgeable facilitator; fair; compassionate; inspires productivity; exhaustive; thorough; resourceful.
- ◆ She shows great leadership ability. Very concerned about individuals.
- ◆ She tries to consider the District employees as important, dedicated, individuals.
- ◆ She is fair; strives to include everyone; is innovative; very customer-focused (both internal & external).
- ◆ Always doing her best to support and encourage staff.
- ◆ She inspires teamwork. She is very knowledgeable and is fair and honest.



**JOHN LIEVENSE**

Wayne Co. - Western CFS

- ◆ Follows through as promised; gathers information before making decision; always tries to follow rules.
- ◆ Inclusion
- ◆ Always willing to listen; does not put people down.
- ◆ One of the few managers I've known who consistently practiced integrity.
- ◆ He considers how our procedures affect different program areas and encourages collaboration; he's easy to work with on problems/issues.
- ◆ Hard worker; has integrity and lives it; he's organized and goes beyond the call of duty.
- ◆ He's honest and encourages teamwork amongst all CPS Workers at South Central.
- ◆ A just and fair man; equal and considerate of customer; industrious.



**DEBRA LEE COLE**

Jackson County FIA

- ◆ She always does what she says; no question is stupid - she will always get the answer; strives for perfection; always there when needed.
- ◆ Provides consistent leadership while striving to recognize the hard work of staff. Goes above and beyond.
- ◆ Integrity and excellence.
- ◆ Willing to help others - especially job completion; conveys information; treat people with dignity and respect.
- ◆ Follow Up - takes time to clarify question; recognizes achievement/excellent performing; forwards useful information.
- ◆ Sets goals, clear expectations; recognizes excellence.



**JAMIE LOVELACE**

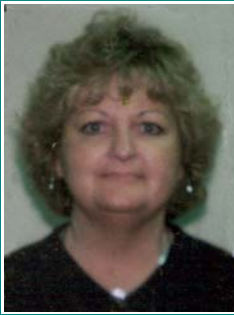
Montcalm County FIA

- ◆ Displays professionalism; comes to work early/stays late; excellent supervisor.
- ◆ Honesty and open; values input; practices and encourages teamwork.
- ◆ He makes a person feel that they are heard, no matter your opinion. He follows through with what he believes in.
- ◆ Extremely honest and hardworking.
- ◆ Candid; includes the unit in sharing information.; works at completing his work correctly; hears public criticism but keeps his chin up.



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**CINDY BROWN**  
Lenawee County FIA

- ◆ Efficient but compassionate.
- ◆ Very helpful; patient; knowledgeable; approachable.
- ◆ Has empathy for client's and co-worker's; upholds mission in practice, not just words; is a quality person who I enjoy working for.
- ◆ She always helps with any problems I have. Treats everybody with respect.
- ◆ Fair and balanced; works above & beyond; knowledgeable in her job.
- ◆ Very knowledgeable; understanding; always willing to assist others & still be a "human being."



**KIM CELMER**  
Berrien County FIA

- ◆ Compassionate; teamwork; helpful.
- ◆ Goes above and beyond for clients and co-workers.
- ◆ Always willing to help others; has great knowledge of the field.
- ◆ She is always willing to help and does more work than is expected. Kim makes me feel like she really cares.
- ◆ She's a hard worker; very kind; knowledgeable of policy; honest; follows through with what she says.
- ◆ Does everything possible to provide good quality service to every client.



**DEBRA GROSJEAN**  
Lapeer County FIA

- ◆ Volunteer Services contract worker - she is our go-to person if we need any help with our customers; she is always there to help us.
- ◆ If she says she will do something, she will try to get back to us with the outcome. Shares information received from community with workers.
- ◆ Always willing to help customers and workers meet their needs. She shows kindness and treats all person with dignity and respect.
- ◆ She extends herself to everyone; she solicits information to assist others; she makes your requests seem valued; she comes through.
- ◆ Positive attitude; always willing to work together to fulfill needs.



**BRENDA JACKSON**  
Wayne Co. Fullerton Jefferies  
District

- ◆ Tries to review both sides of a situation before rendering judgment.
- ◆ Shown teamwork by assisting me while I make the transition to a new position.
- ◆ Wants staff to treat customers with respect and apply policy correctly.
- ◆ Appears to have genuine concern and appreciation for her job and customers. Doesn't complain and always have positive attitude.
- ◆ Operates quickly and to the point.